

RISK MANAGEMENT WORKERS COMPENSATION PROGRAM

TRAINING GUIDE

State of North Dakota
Office of Management & Budget
Risk Management Division
July 2008

Purpose

This Handbook was developed by the Risk Management Division staff to:

- assist state entities develop and implement approved risk management programs; and
- qualify for the Risk Management Workers Compensation Program discount.

While this handbook provides numerous samples, they are intended only to serve as examples. Each entity must develop safety guidelines for procedures and tasks specific to its specific hazards.

If additional information or assistance is required, contact the Risk Management Division at 328-7583.

QUICK LINK TO RMWCP DISCOUNT APPLICATION COMPLIANCE QUESTIONS

COMPLIANCE QUESTIONS:

1. Does your agency/facility have a Safety Policy signed by top management identifying responsibilities of management and employees for ensuring a safe workplace and is the policy reviewed with all employees annually?
2. Has your agency/facility developed written safety guidelines for procedures and tasks involving recognized hazards?
3. Is an annual inspection of your agency/facility workplace conducted?
4. Has your agency/facility developed a list of essential job functions for each job category?
5. Has your agency/facility established a written training program educating employees on general safety rules, safe operating procedures, ergonomics, and claims management principles?
6. Has your agency/facility implemented an effective claims management program including the designated medical provider and transitional duty as required?
7. Has your agency/facility implemented an effective claims program including on-line filing of 90% of workers compensation claims?
8. Has your agency/facility filed at least 90% of Workers Compensation incidents on-line with Risk Management within 24 hours of notice of injury?
9. Has your agency/facility developed procedures for investigating all accidents and "near misses/incidents"?
10. Has your agency/facility developed an ergonomic action plan/program that meets the criteria as established by the RMWCP for FY 2007?



The bottom line of all safety programs is accident prevention - often called "loss control." The primary responsibility for safety and accident prevention rests with top management. They delegate the responsibility to middle management who, in turn, delegates the responsibilities to first-line supervisors. This process appropriately results in the responsibility for safety flowing from top management to every level of the organization.

The responsibility to prevent accidents through a loss control program ultimately is a first line supervisor function. Unfortunately, many supervisors measure their safety performance by the number of loss-time accidents that occur in their departments. This is *accident reaction* not *accident prevention*. An effective approach to accident prevention includes several features:

1. Conducting safety inspections as a regular part of your day-to-day routine and taking immediate steps to correct and problems.
2. Training all employees in safe work practices
3. Conducting job safety analysis.
4. Asking upper management for help in addressing safety problems,
5. Making sure every employee is familiar with your entities safety policy.

A written safety policy must be developed that contains the signature of top management.

The policy must include:

Identified safety responsibilities of all levels of management and of all employees.

A statement that prevention of accidents is a high priority of management.

Must be reviewed with all employees annually

Safety Policy (continued)

Sample Safety Policy

Safety Policy

The (state entity) and its related entities recognizes that the safety and health, and well-being of our employees is a high priority in our daily operations. To facilitate such activities, we will comply with all government mandated rules and regulations as they apply to the work activities in our workplace. This Safety Policy reflects our commitment, from all levels of management, to providing the safest possible work environment for our employees. This policy also identifies the responsibilities of management and employees in establishing and maintaining a safe workplace. We also have a goal of reducing the costs of work-related claims through various proven claims management procedures.

SAFETY RESPONSIBILITIES:

1. Management is responsible for providing a workplace free of recognized hazards and supporting a Risk Management Program.
2. Management is responsible for the development and training of the safety rules, safe operating procedures, and regulations as they pertain to the activities in the workplace.
3. Management is responsible for providing adequate and appropriate personal protective equipment (PPE).
4. Supervisors must require employees to follow company safety rules and procedures and support the accident prevention program established by management.
5. Supervisors must assist management in the training and retraining of employees.
6. Employees are responsible to know and follow all safety rules and to participate in safety program development and implementation.
7. All employees are responsible for attending all management-mandated safety training programs and to support the accident prevention program established by management.

Signed: _____

Director (State Entity)

Date

2

Safe Operating Procedures

First, a determination must be made of the *chief hazards* in the workplace. Although almost any activity can be hazardous, the issues addressed in this section may be limited to the chief hazards. *Chief hazards* are defined as those with the most potential for serious injury or lost-time injury.

Once chief hazards have been identified and safe operating procedures have been developed to address those hazards, affected employees must be trained to follow those procedures.

Written safety guidelines for procedures and tasks involving recognized hazards must be developed. The methods to identify chief hazards specific to your workplace would include:

Observation of the work being performed.

Manufacturer's recommendations.

OSHA standard requirements.

Reviewing the state entities own workers compensation claims history.

Safe Operating Procedures (continued)

A Safe Operation Procedure (SOP) is step-by-step instructions for doing a job or task the right way.

A SOP will let workers know what their roles and responsibilities are for doing the job correctly. The SOP will also communicate to the workers what proper tools, materials, and equipment they will need for the job as well as how to use them safely. The SOP will also cover any environmental concerns the worker could be exposed to during the performance of their job.

A SOP should consider but not be limited to the following:

Purpose
Responsibilities
Permits Requires
Qualifications and Training Requirements

Personal Protective Equipment (PPE) Required
Emergency Process
References and Legislated Requirements
Task Steps.

Safe Operating Procedures (continued)

Three Step Process

The Development, Implementation, and Use of Safe Operation Procedures (SOPs)

When the employee who performs the task is involved in the development of the procedures for that task, the employee will not only understand the SOPs better, but they are more willing to implement and follow them.

1

Basic job tasks steps

- The easy way to develop an SOP is to break the task into small steps and, for each step, determine the hazards and ways to correct the hazards. Each job or operation will consist of a set of steps or tasks. You and the employee can work together to break a job down into its various steps. The description of each step should begin with a verb ("turn on the saw") and be as brief as possible.

2

Hazard Assessment

A hazard is a potential danger. To identify hazards, ask yourself these questions:

- Is there a danger of the employee striking against, being struck by, or otherwise making injurious contact with an object?
- Can the employee be caught in, by, or between the objects?
- Is there a potential for slipping, tripping, or falling?
- Could the employee suffer strains from pushing, twisting, pulling, or bending?
- Is the environment hazardous to safety and/or health?

Safe Operating Procedures (continued)

3

Writing the Procedure

Action or Procedure

The next step is to write the procedures to meet specific job requirements. Ensure that workers and supervisors are involved in this development phase. Using the basic job steps and hazard assessment as a guide, decide what actions or changes in standard operating procedures are necessary to eliminate or minimize the hazards, that could lead to an accident, injury, or occupational illness.

Begin by trying to:

- 1) Engineer the hazard out;
- 2) Provide guards, safety devices, etc.;
- 3) Provide personal protective equipment;
- 4) Provide job instruction training;
- 5) Maintain good housekeeping;
- 6) Ensure good ergonomics (positioning the person in relation to the machine or elements in such a way as to improve safety).

List the recommended safe operating procedures. Begin with an action word. Say exactly what needs to be done to correct the hazard, such as, "lift using your leg muscles." Avoid general statements such as, "be careful."

Safe Operating Procedures (continued)

Examples of Completed SOP

SAFETY OPERATING PROCEDURES

Ride On Mower

DO NOT use this machine unless a teacher has instructed you in its safe use and operation and has given permission.



PRE-OPERATIONAL SAFETY CHECKS

1. Ensure all safety devices, guards, switches, and shields are fitted, secure and functional.
2. Ensure that seat belt, if fitted, is in sound condition.
3. Ensure cutting blades are secure and in good condition.
4. Ensure that any pneumatic and hydraulic mechanisms are in sound condition.
5. Ensure that all electrical switches (including dead mans switch if fitted) are functioning.
6. Faulty equipment must not be used. Report suspect machinery immediately.

OPERATIONAL SAFETY CHECKS

1. Never carry passengers.
2. Be sure the transmission is out of gear and the mower blade clutch disengaged before starting.
3. Keep clear of moving machine parts.
4. Drive at speed slow enough to keep control over unexpected hazards.
5. Travel up/down slopes rather than across taking extra care when ascending/descending steep slopes. Use 15° as the maximum to attempt to mow.
6. Take extreme caution when refuelling to prevent spilling fuel onto hot engine or exhaust.
7. Before making adjustments bring the machine to a complete standstill and isolate.
8. Be aware of the potential for ejected material and ensure that no person or animal is endangered when operating the equipment.

STOPPING THE RIDE ON MOWER

1. Park on even ground.
2. Stop the ride on mower and shift the gear selector to park position.
3. Raise and secure the cutting blades.
4. Lock the parking brake.
5. Stop the engine and remove the keys.

HOUSEKEEPING

1. Clean away any foreign material and debris from in and around engine and catcher parts.
2. Keep the work area or implement shed in a clean and tidy condition.

POTENTIAL HAZARDS

- Rapidly rotating cutting blades
- Noise
- Eye injuries
- Ejected material and flying debris

This SOP does not necessarily cover all possible hazards associated with the machine and should be used in conjunction with other references. It is designed to be used as an adjunct to teaching Safety Procedures and to act as a reminder to users prior to machine use.

Date of review

Signature

SAFETY OPERATING PROCEDURES

Bandsaw

DO NOT use this machine unless a teacher has instructed you in its safe use and operation and has given permission.



Safety glasses must be worn at all times in work areas.



Sturdy footwear must be worn at all times in work areas.



Rings and jewellery must not be worn.



Long and loose hair must be contained.



Close fitting/protective clothing must be worn.



Hearing protection may be required for some operations.

PRE-OPERATIONAL SAFETY CHECKS

1. Ensure no slip/trip hazards are present in workspaces and walkways.
2. Locate and ensure you are familiar with the operation of the ON/OFF starter and E-Stop (if fitted).
3. Check that all guards are in position.
4. Ensure push stick is available.
5. Lower the blade guide and guard to full effect.
6. Start the dust extraction unit before using the saw.
7. Faulty equipment must not be used. Immediately report suspect machinery.

OPERATIONAL SAFETY CHECKS

Keep fingers off the line of the cut at all times

1. Never leave the machine running unattended.
2. The workpiece should be fed forward evenly and held firmly on the table to ensure effective control during cutting whilst keeping hands in a safe position.
3. Use a push stick when feeding material past the blade.
4. Do not force a wide blade on a cut of small radius. Use relief cuts when cutting sharp curves.
5. Before making adjustments switch off the saw and bring the machine to a complete standstill.
6. Stop the machine before attempting to back the work away from the blade.
7. Stop the saw immediately if the blade develops a 'click'. Report it to your teacher.

HOUSEKEEPING

1. Switch off the saw and reset all guards to a fully closed position.
2. Leave the machine in a safe, clean and tidy state.

FORBIDDEN

- Attempting to cut very small items
- Cutting cylindrical or irregular stock

This SOP does not necessarily cover all possible hazards associated with the machine and should be used in conjunction with other references. It is designed to be used as an adjunct to teaching Safety Procedures and to act as a reminder to users prior to machine use.

Date of last review

Signature

3

Self-Inspection or Hazard-Recognition

A written program must be developed which establishes an internal self-inspection program to identify hazards that exist in the work place. It must outline procedures that will provide for regular and periodic inspection of all work stations. The self-inspection or hazard-recognition program must include:

- A description of the types of inspection
- Frequency of inspections (inspection must be done at least annually)
- Designation of the individuals responsible
- Documentation of inspection, which includes an allowance for inclusion of the corrective action taken
- Review and signature of management

Self-Inspection or Hazard-Recognition (continued)

Written Policy

**Formal
Inspections
must be
completed
at least
annually**

Self-Inspection or Hazard Recognition Program

The (state entity) will conduct inspections on a regular basis.

On a daily schedule, the supervisors for each area will be responsible for an informal inspection of their specific areas.

If problems are found, determine the reasons why the acts or conditions were allowed to exist. The deficiency will then be documented and corrected immediately.

Unsafe acts witnessed during the work shift shall be documented and corrected immediately.

Formal inspections will be completed annually. The inspections will be organized and supervised by the Risk Management Coordinator and will cover the entire operational facility.

All safety inspections will have their findings documented with provisions for corrective actions to be taken to remedy the hazards or violations that are found.

All formal inspections will be reviewed and signed by management in a timely manner.

Self-Inspection or Hazard-Recognition (continued)

Safety inspections should be a regular element of your standard operating procedures. This type of inspection is called “continuous,” and it requires that supervisors and their employees constantly be on the lookout for hazards on the job.

OBJECTIVES OF AN INSPECTION PROGRAM ARE TO:

- Maintain a safe work environment through hazard recognition and removal.
- Ensure that people are following proper safety procedures while working.
- Determine which operations meet or exceed acceptable safety and government standards.

The basic purpose of safety inspections is to ensure compliance with standards and to serve as a tool to evaluate supervisors' safety performance activities.

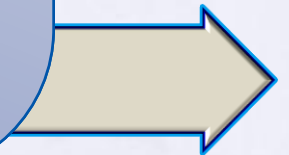
Self-Inspection or Hazard-Recognition (continued)

A safety inspection program should answer the following questions:

- What items need to be inspected?
- What aspects of each item need to be examined?
- What conditions need to be inspected?
- How often must items be inspected?
- Who will conduct the inspection?

Self-Inspection or Hazard-Recognition (continued)

Many different types of hazard inspection checklists are available for use. Lists vary in length from hundreds of items to only a few. Each type has its particular purpose. The following checklists are by no means all-inclusive. You should review them in preparation for an inspection. They are meant to create awareness, not channelize your focus. Checklists provide a quick reference to help you prevent and reduce loss. It should be used as a guide for developing, not a substitute for, a comprehensive risk management program.



Self-Inspection or Hazard-Recognition (continued)

WHAT TO INSPECT (checklist)

General Inspections

Accident Investigation
Audit/Inspection
Bloodborne Pathogens
Emergency Action Plan
Employer Posting
Environmental Controls
Fire Extinguishers (Portable)
Fire Requirements (General)
First Aid and Medical Services
Hazard Communication
Hazardous Chemical Exposure
Indoor Air Quality
Noise (Occupational)
Personal Protective Equipment (PPE)
Pesticides
Record-Keeping
Safety and Health Program
Safety and Health Training
Sanitation-Procedures for Equipment and Clothing
Transporting Employees and Materials

Facility Inspections

Aisles/Walkways
Building Inspection-Exterior
Building Inspection-Interior (including Offices
Classroom (General Conditions)
Confined Spaces
Electrical (General)
Electrical (Use of Electrical Equipment)
Exit/Egress/Escape
Flammable and Combustible Liquids
Grounds (Including Campgrounds)
Guarding Floors, Stairs, and Other Openings
Hazardous Waste/Chemical Storage Areas
Housekeeping and General Work Environment
Laboratories – Science
Material Handling
Piping Systems Identification
Sidewalks
Stairs (Fixed)
Vehicle Maintenance Area
Waterfront Facilities

Equipment Inspections

Compressed Gases
Compressors/Compressed Air
Fall Protection
Fire Protection for Cooking Areas
Forklifts-Industrial Trucks
Grinders(Abrasive Wheel Machinery and Tools)
Hoist and Auxiliary Equipment
Lock-Out Tag-Out Procedures
Machines General Requirements
Machine Guarding
Playgrounds
Portable Ladders
Powered Lawnmowers
Respiratory Protection
Scaffolds
Spraying Operations
Tools (Portable Hand and Power)
Welding and Cutting with Oxygen- Fuel Gas
Welding with Arc -Welding Equipment
Welding with Resistance Welding Equipment
Welding, Cutting, and Brazing- General Req.
Woodworking Machinery- General Req.
Woodworking Machinery other than Saws
Woodworking Machinery Saws

The following link will take you to the Risk Management Manual for the above checklist and recommended Inspection Form. <http://www.nd.gov/risk/publications/docs/chap04.pdf>
Beginning on Page 4.3.1

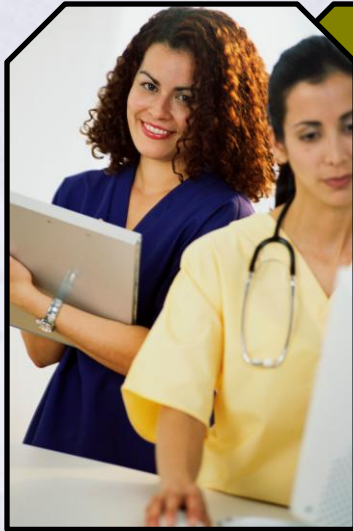
Self-Inspection or Hazard-Recognition (continued)

WHAT TO INSPECT (checklist)

- **Environmental factors** (illumination, dusts, gases, sprays, vapors, fumes, noise)
- **Hazardous supplies and materials** (explosives, flammables, acids, caustics, toxic materials or by-products)
- **Production and related equipment** (mills, sharpeners, presses, borders, lathes)
- **Power source equipment** (steam and gas engines, electrical motors)
- **Electrical equipment** (switches, fuse breakers, outlets, cables, extension and fixture cord, grounds, connectors, connections)
- **Hand tools** (wrenches, screwdrivers, hammers, power tools)
- **Personal protective equipment** (hard hats, safety glasses, safety shoes, respirators)
- **Personal service and first aid facilities** (drinking fountains, wash basins, soap dispensers, safety shoes, eyewash fountains, first aid supplies, stretchers)
- **Fire protection and extinguishing equipment** (alarms, water tanks, sprinklers, standpipes, extinguishers, hydrants, hoses)
- **Walkways and roadways** (ramps, docks, sidewalks, walkways, aisles, vehicle driveways)
- **Elevators, electric stairways, and man lifts** (controls, wire ropes, safety devices)
- **Working surfaces** (ladders, scaffolds, catwalks, platforms, sling chairs)
- **Materials handling equipment** (cranes, dollies, conveyors, hoists, forklifts, chains, ropes, slings)
- **Transportation equipment** (automobiles, railroad cars, trucks, front-end loaders, helicopters, motorized carts and buggies)
- **Warning and signaling devices** (sirens, crossing and blinker lights, warning signs)
- **Containers** (scrap bins, disposal receptacles, carboys, barrels drums, gas cylinders, solvent cans)
- **Storage facilities and areas, both indoor and outdoor** (bins, racks, lockers, cabinets, shelves, tanks, closets)
- **Structural openings** (window, doors, stairways, sumps, shafts, pits, floor openings)
- **Grounds** (parking lots, roadways, and sidewalks)
- **Loading and shipping platforms**
- **Outside structures** (small, isolated buildings)
- **Miscellaneous** – any items that do not fit in the preceding categories.

4

Essential Job Functions



A detailed review of each job description to determine the essential and nonessential job functions and the physical and mental demands of each job must be completed. The following links will assist you in developing your essential job functions.

- ✦ <http://www.nd.gov/risk/forms/docs/completioninfo.doc>
- ✦ <http://www.nd.gov/risk/forms/docs/54325.rtf>
- ✦ <http://www.nd.gov/risk/forms/docs/54326.rtf>

Essential Job Functions (continued)

The Law

The term “essential function” was first introduced within the Americans With Disability Act (ADA). The law states an individual (once they meet the definition of a disability) must have the experience, education, licensure, etc. needed to perform the job and be able to perform the essential functions of the job with or without reasonable accommodation. Even though the law does not require employers to determine essential functions, it is in the employers best interest to do so. Why? If an individual with a disability applies for a position or an individual becomes disabled while employed, you must look at what reasonable accommodation, if any, they will need to perform the essential functions of the job. In other words, you cannot refuse to hire or discharge an employee until you determine if they can perform the essential functions of the job with or without reasonable accommodation.



Agencies can receive help in determining essential functions and physical demands of a position by contacting Linda Jensen, Human Resource Management Services, 328-3299 or lijensen@nd.gov.

Essential Job Functions (continued)

The Importance

It is important for employers to develop a list of essential job functions for each job category. These lists help you properly place workers in jobs and assign injured workers to transitional duties.

The following is an example of a document that may be submitted to Risk Management to document the job categories for which your entity has identified essential job functions.

Essential Job Functions

() has developed essential job functions for each category listed below. The essential job functions are available for review at (list location).

List of Job Categories

Examples: administrator, registered nurse, accountant, receptionist, mechanic, dietician, carpenter

1.	16.
2.	17.
3.	18.
4.	19.
5.	20.
6.	21.
7.	22.
8.	23.
9.	24.
10.	25.
11.	26.
12.	27.
13.	28.
14.	29.
15.	30.

Date _____

Training Program

This section is designed to help you learn more about the Training Program requirements of the Risk Management Workers Compensation Program.

Safety training is one of the most positive actions you can take as an employer to prevent accidents in your state entity.

Employers should provide employee safety training and education programs regarding pertinent information about the job.

Training Program (continued)

Training Management System

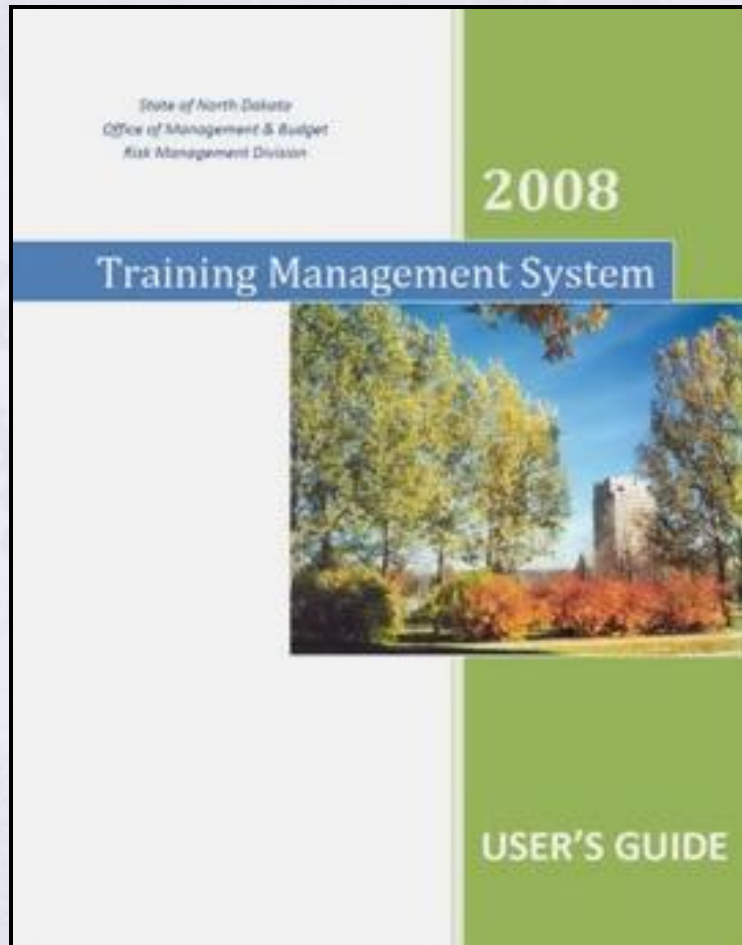
Risk Management's online training management system is a secured web based training solution for building and delivering education over the intranet to state employees. Features include:

- The system allows pre-selected state entity administrators to assign courses to individuals, departments, or to the entire state entity with just a few clicks of the mouse.
- The training management system provides employees a list of courses that are required as predetermined by their state entity's administrator, as well as allow the user to select courses of their own.
- Notification of the trainee of the assigned course and course completion date through automatic e-mail. By using a standard web browser each user can deploy online start of selected training courses.
- Training courses are in a variety of downloadable document types (Power-Point, PDF, Video, Word, etc).
- Progress tracking that is done automatically in a training records database. This will allow the administrator to create and download training detail reports. The database will keep a three year history of completed courses.
- State entity specific courses can be downloaded into the system.

<http://www.nd.gov/risk/online-training.html>

Training Program (continued)

Training Management System



Risk Management has developed a User's Guide for the Online Training Management System. The purpose of this guide is to provide general information and instructions regarding use of the Risk Management Online Training Management System. For easy access (or if your agency would like to print additional copies) the user's guide is also posted on the Risk Management's website in a PDF format. To view guide click on the image.

Training Program (continued)

The purpose of this section is to provide basic training information about the required training topics. The information in this section is provided so that all employees can develop a common understanding of the value of safety training and ways to advocate for it. The information provides for effective presentation to others on the required training topics.

REQUIRED TRAINING TOPICS

Periodic regular training on at least an annual basis is required of the following :

General Safety Rules

Safe Operating Procedures

Claims Management Program

In addition, employees should be made aware of the following:

Employer's Safety Policy

Accident Reporting/Investigation Policy

Self-inspection Program and Employer Participation Requirements

Existence of Employer's Designated Medical Provider

Training Program (continued)

General Safety Rules

Written general safety rules must be posted in a conspicuous manner in the workplace and be periodically reviewed and updated. General safety rules are considered minimum safety standards for usual work conditions. Examples of general safety rules would include policies concerning housekeeping, preventive maintenance, and personal protective equipment.

Many studies have been done to determine why people fail to follow employer-established general safety rules or to take reasonable precautions on the job. Some of the reasons are that employees:

- Have not been given specific instructions in the operation.
- Misunderstood the safety rules.
- Considered the safety rules unnecessary.
- Disregarded the rules.

Training Program (continued)

General Safety Rules

Written general safety rules must be posted in a conspicuous manner at fixed worksites and, wherever feasible, at mobile worksites. The employer shall periodically review and update the general safety rules.

**PLEASE
POST**

General Safety Rules

Every Employee Must:

1. Participate in new employee orientation.
2. Participate in continuing education.
3. Report all accidents, injuries, near misses or safety hazards in the workplace immediately to your supervisor.
4. Report all faulty electrical equipment.
5. Report any dangerous situation or equipment to appropriate maintenance personnel.
6. Ask and insist on sufficient help before lifting heavy objects.
7. Remember that no "horseplay" is allowed on the worksite.
8. Always wear your safety belt when driving any state-owned vehicle.
9. Always wear your appropriate personal protective equipment.
10. Participate in proper house keeping.

Example

Training Program (continued)

Safe Operating Procedures

Once the state entity's safe operating procedures are completed, they should be forwarded to management for review and approval. Management should require that the SOPs be tested at the work site as part of the approval process. This helps to ensure they are accurate and will not cause any unforeseen problems or hazards to the work process while they are being followed.

Supervisors need to ensure that all individuals who will be involved in the work, or present at the work site that covers the scope of the Safe Operating Procedure, are aware of the SOP and its contents. This includes all workers, contractors and subcontractors. All SOPs for a work site should be compiled and kept on site to allow workers easy access to them.

As we are aware, it is important to ensure that your safety program remains perpetual. With this understanding comes the responsibility of ensuring that your SOP is reviewed on an ongoing basis. This needs to be done at least once a year or where changes are made to work site or the work process. To ensure SOPs are reviewed and updated, management needs to ensure someone at the work site is given the responsibility to maintain the Safe Operating Procedures.

Training Program (continued)

Claims Management Principles

The Risk Management Workers Compensation Program requires state entities to establish a post-injury procedure to be effective in managing workers compensation claims. Employer management of claims will help prevent minor claims from developing into major and more costly lost-time claims. This post-injury procedure must address the following claims management principles:

- **Procedures for training** on claims management program.
- A **return-to work plan** that includes modified and alternate duty.
- Procedures for informing the injured employee on **how to file for benefits** and nature of benefits.
- **Immediate report of injury** by injured employee.
- Designated **Medical Provider**

Training Program (continued)

Claims Management Principles

Employer

What to do after an accident



[Click Here to Report an Incident](#)

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Reporting a work-related injury. The risk management workers compensation program contact for the state entity will file an online incident report which includes details of the employee's injury, the cause, the contributing factors, and the action taken to prevent further occurrences within 24 hours of the occurrence or first report of the alleged injury.



For injuries requiring medical treatment other than first aid, the employee or the state entity authority, or both, shall complete a North Dakota workers' compensation claim for injury form (SFN) 2828) and complete sections 1, 2, and 4 of the SFN 2828 electronically with Workforce Safety & Insurance as soon as possible and no more than 24 hours after the employee seeks medical treatment from the Designated Medical Provider or the Provider selected by the employee prior to treatment.

Training Program (continued)

Claims Management Principles

Employer

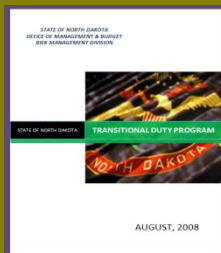
What to do after an accident



Complete the Supervisor's Accident Investigation (immediately if possible, not later than 24 hours). Obtain written witness statements if applicable.



If the injured employee experiences lost work time, continued medical treatments, or work restrictions, obtain the injured employee's current work abilities from the medical provider after each medical appointment to assess the injured employee's medical status. (This will be noted on a Workability Report (C3) form-this is also referred to as the Doctor's Report of Injury or Progress Report form).



Assess the injured worker's ability to perform the tasks of his or her regular (pre-injury) job. If the regular job tasks cannot be performed, transitional (modified or alternate) work may be in order. Inform the employee that you will design transitional duties based on the medical provider's limits, if possible, or locate an appropriate assignment from another agency.

Training Program (continued)

Claims Management Principles

What Employees
need to know

Establishing a Post-Injury Plan

What to do after an accident

Procedures for Incident Reporting

Designated Medical Provider

How to file for benefits and the nature of those benefits

Return to Work Program

<http://www.nd.gov/risk/forms/docs/RT%20Instructions-March%202008%20Final.pdf>

<http://www.nd.gov/risk/flextraining/incidentreportingwc.ppt>

<http://www.nd.gov/risk/flextraining/dmp.ppt>

http://www.nd.gov/risk/flextraining/wc_whatisit.ppt

<http://www.nd.gov/risk/OnlineTraining/Transitional%20Work.ppt>

Training
Resources

Training Program (continued)

Claims Management Principles

Employers must develop procedures for informing the injured employee on how to file for Workers Compensation benefits and the nature of benefits. The following brochures published by Workforce Safety & Insurance are intended as general guides to assist employers in informing their employees of their benefits and responsibilities.

<http://www.workforcesafety.com/library/Documents/brochures/EmployeesGuide.pdf>

<http://www.workforcesafety.com/library/documents/brochures/OIR%20Brochure.pdf>

<http://www.workforcesafety.com/library/Documents/brochures/PreferredWorkerProgramBrochure.pdf>

<http://www.workforcesafety.com/library/Documents/brochures/WorkersCompYou.pdf>

<http://www.workforcesafety.com/library/documents/brochures/An%20Injured%20Workers%20Guide%20to%20Voc%20Rehab.pdf>

Training Program (continued)

Claims Management Principles

Employer

What to do after an accident

The “to do” list

Treat every injury as legitimate and create a supportive environment for the injured worker.

Respond to the injured employee. Make immediate contact with the injured worker to get the facts.

Give first aid or make sure the employee receives medical attention. Every supervisor should know how to perform first aid, who the designated medical provider (DMP) is going to be, where the DMP is located, and which ambulance or other transport service will be used.

Document and investigate the accident. Fill out the appropriate accident and investigative report forms and send to pertinent parties.

Explain workers compensation procedures. Assist in relieving anxieties over health and income and encourage the earliest possible return to work.

Be involved in the medical care given. Know the medical provider. Make contact with the DMP. Talk to the injured employee and reassure him or her your state entity has a system in place to take care of injured workers.. Always have a job for the injured worker, whether modified duty, full time or part time. Set the expectation of return to work immediately and continue to reinforce that at each possible opportunity.

6

Designated Medical Provider (DMP) and Transitional Duty

If feasible, state entities must have prearranged medical care for injured employees; in other words, a Designated Medical Provider. The name of the provider must be posted and well publicized by the employer. An injured employee should be encouraged, but cannot be required, to have care provided by this provider. The state entity should encourage providers to review the workplace ahead of time to build understanding and assist in early return to work. Normally, the state entities designated provider will treat the employer's injured employee. However, there may be circumstances where this is not possible.

It is essential that all employees are trained as to who has been named the state entity's medical provider and what communication will take place between the injured worker, the state entity, the medical provider and Workforce Safety & Insurance.

Designated Medical Provider and Transitional Duty (continued)

*What
is a
DMP?*

- A Designated Medical Provider (DMP) is a team of physicians, nurse practitioners, physician assistants, therapists, and nurse case managers who are specialists in the field of occupational medicine. The team is trained to evaluate work place injuries and develop appropriate treatment plans that include using the job as a part of the recovery process. The team members' training in occupational medicine and the members' knowledge of the workers compensation system enhances the implementation of reasonable accommodations for the injured worker and positively impacts the healing process. In other words, they will help the injured employee recover more quickly and completely.

Designated Medical Provider and Transitional Duty (continued)

The Risk Management Workers Compensation Program (RMWCP) has selected state-wide occupational health specialists to serve as the Program's DMPs. The occupational health specialists are located in medical facilities (including satellite care centers) across North Dakota. They employ registered nurses to assist injured workers who seek medical treatment. These nurses assist with coordinating care and restrictions for medical necessity and appropriateness; provide recommendations; act as a liaison between the injured worker, employer, medical provider, and WSI claims adjuster; and assist in the coordination of transitional work.

STATE SELECTED DESIGNATED MEDICAL PROVIDERS	
Medical Facility	Satellites
Grand Forks <i>Altru Health Systems</i>	<ul style="list-style-type: none"> ■ Altru Clinic (s): ■ Cavalier ■ Devils Lake ■ Drayton ■ Larimore ■ Northwood
Bismarck <i>Medcenter One Health Systems</i>	<ul style="list-style-type: none"> ■ Q & R Clinic ■ Medcenter One Occ Hlth ■ Center – Square Butte Clinic ■ Dickinson Clinic ■ Elgin Community Clinic ■ Family Medical North & South – Bis. ■ Halliday ■ Hebron Clinic ■ Jamestown (Mall) ■ Mandan Clinic North ■ Mandan Clinic East ■ New Salem ■ Richardton Clinic ■ Hearing Cts of the Heartlands-Nrthbrk-Bis ■ Steele ■ Underwood ■ Washburn
Minot <i>Trinity Health</i>	<ul style="list-style-type: none"> ■ Trinity Medical Center ■ Trinity Health East & West (clinics) ■ Minot Center for Family Medicine ■ Medical Arts Convenience Care ■ UND Resident Program ■ Kenmare Health Center ■ St. Andrew's ■ Trinity Regional Eye Care – Minot & Williston ■ Velva ■ Western Dakota ■ Westhope ■ Garrison ■ Mohall ■ Sherwood ■ New Town ■ Parshall
Bismarck <i>Worklife</i>	<ul style="list-style-type: none"> ■ PrimeCare Health Group ■ St. Alexius Medical Center ■ Arthritis Center ■ Bone & Joint Center ■ Heart & Lung Clinic ■ Mid Dakota Clinic ■ Mid Dakota Kirkwood Mall & Gateway ■ Neurology Clinic ■ Physical Medicine Clinic ■ Sakakawea Medical Ctr – Hazen ■ Hazen Clinic ■ Gehring Clinic – Hazen ■ Missouri Slope Medical Arts - Beulah
Fargo <i>MeritCare Occupational Health Center</i>	No Satellites
Fargo <i>Dakota Clinic (Innovis)</i>	<ul style="list-style-type: none"> ■ West Fargo Clinic – 1401 13th Ave East ■ Northport Shopping Center ■ West Acres Shopping Center ■ Innovis – 3000 32nd Ave S ■ 1702 South University Drive ■ Casselton ■ Hankinson ■ Jamestown ■ Lisbon ■ Medina ■ Valley City ■ Wahpeton

Designated Medical Provider and Transitional Duty (continued)

Sample Form

A state entity is required to notify its employees of its DMP choice. Employees have the option of selecting a different medical provider but must make the selection known to the state entity before they seek treatment for a workplace injury.

DESIGNATED MEDICAL PROVIDER

We are participating in the Workplace Safety & Insurance (WSI) Risk Management Program. This allows the Risk Management Workers Compensation Program (RMWCP) to designate health care providers to treat your workplace injuries and illnesses. These providers can be individuals, clinics, hospitals, or any combination thereof. They can be medical doctors, chiropractors, osteopaths, dentists, optometrists, podiatrists, psychologists, or any combination of these providers. **WSI may not pay for medical treatment to another provider unless you are referred to this provider by the Designated Medical Provider, or unless you notified us in writing prior to the injury that you wanted to be treated by a different medical provider. You must also name your different medical provider. Emergency care is exempt from this designated provider requirement.**

The Designated medical Provider for _____ is _____

.....
Cut or tear on dotted line Return bottom portion

Name of employee (please print) _____

I have been informed of the Department's Designated Medical Provider and the provisions of the WSI and RMWCP requirements concerning treatment for workplace injury and illness.

Signature of Employee _____

Date _____

I wish to select the following provider as a designated provider to seek treatment from in the event of a workplace injury or illness.

Name _____

Address _____

Designated Medical Provider and Transitional Duty (continued)

Employee Information

Workers Compensation Designated Medical Provider Program Guide

You must provide information to the employees on the DMP. The employee must sign a form acknowledging receipt of this information and return that form to the employer. An electronic copy of this form is acceptable.

You must display the selection of the DMP and where the DMP is located in a place where all workers can easily see it.

Summary

You must inform employee that they may elect to opt out of the DMP the employer has selected. They will be required to choose a different medical provider prior to the injury. If the employer disagrees with the employee's choice of a DMP, the law provides a process for WSI to ultimately decide.


Inform Risk Management Workers Compensation Program of the designated medical provider selected. A copy of your employee notification form is sufficient.

Designated Medical Provider and Transitional Duty (continued)

Return to Work Capability Assessment

Medial Providers are encouraged to complete a C3 form whenever restrictions are needed for return to work. For subsequent visits, a C3 form should be completed when there are meaningful changes in restrictions. This information will assist employers in determining appropriate accommodations. Keeping a worker on the job in transitional duty reduces the worker's likelihood of long-term disability. The original C3 form is returned to WSI, and a copy is provided to the injured worker to give to his or her employer.

<http://www.workforcesafety.com/library/documents/forms/claims/C3.pdf>

 North Dakota Workforce Safety & Insurance <i>To us, it's personal.</i>		CAPABILITY ASSESSMENT CLAIMS DIVISION SFN 68550 (04/2008)		1800 EAST CENTURY AVENUE, SUITE 1 PO BOX 5585 BISMARCK ND 58506-5585 Telephone 1-800-777-5033 Toll Free Fax 1-888-786-9666 TTY (hearing impaired) 1-800-306-8686 Fraud and Safety Hotline 1-800-243-3331 www.WorkforceSafety.com		
PLEASE TYPE OR PRINT USING BLACK OR BLUE INK. SEE REVERSE FOR ADDITIONAL INSTRUCTIONS.						
General Information	Claim Number	Injury Date	Birth Date	Social Security Number		
	Injured Worker's Name		Employer's Name		Employer's Phone Number	
	Injured Worker's Address			Injured Worker's Phone Number		
Medical Assessment	Diagnosis Code/ICD9 Code		Visit Date	Part of Body Injured		
	Purpose: <input type="checkbox"/> Initial Evaluation <input type="checkbox"/> Re-check <input type="checkbox"/> Discharge If this is the initial evaluation, please complete the next question. Any reported pre-existing/associated conditions? <input type="checkbox"/> Yes <input type="checkbox"/> No					
	Injured worker is released to work with: <input type="checkbox"/> No restrictions <input type="checkbox"/> With the following restrictions (if so, please complete below)					
	Restrictions are in effect until: _____					
	Restrictions ordered are in effect for home and/or work activity: _____					
	Physical Capabilities (Related to work injury):	Not Recommended	Seldom 1-5%	Occasional 6-33%	Frequent 34-66%	Constant 67-100%
	Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Stand / Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Climb (ladders/stairs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Bend / Stoop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Squat / Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Crawl	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reach (Left, Right, Both)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Work above shoulders (L, R, B)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wrist (L, R, B)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Grasp (L, R, B)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fine Manipulation (L, R, B)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Operate foot controls (L, R, B)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Drive / Operate Machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doctor's Estimate of Physical Capabilities	Lifting/Pushing	Not Recommended	Seldom	Occasional	Frequent	Constant
	Lift (L, R, B)	lbs	lbs	lbs	lbs	lbs
	Carry (L, R, B)	lbs	lbs	lbs	lbs	lbs
	Push / Pull	lbs	lbs	lbs	lbs	lbs
	Other instructions and/or limitations:					
Restrictions based upon: <input type="checkbox"/> Workability <input type="checkbox"/> Functional Capacity Assessment <input type="checkbox"/> Physical Exam						
Follow-up	Follow-up Plan <input type="checkbox"/> Next visit with this provider: _____ <input type="checkbox"/> Medication Prescribed: _____ <input type="checkbox"/> Referral to: _____ <input type="checkbox"/> Other: _____ <input type="checkbox"/> Consult with: _____					
	Has injured worker reached maximum medical improvement (MMI)? <input type="checkbox"/> Yes <input type="checkbox"/> No Date: _____					
	If yes, is it likely that the permanent partial impairment (PPI) will be greater than 10% whole body? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown					
	FRAUD WARNING — By signing this form, I acknowledge that I have read the Fraud Warning on the reverse side of this form and understand that falsifying this claim or making a false statement regarding this claim may be a felony punishable by substantial fines and imprisonment. By my signature below, I declare that the statements on this form are true and accurate.					
Physician's Signature		Facility	Federal Tax ID	Phone Number		
Injured Worker's Signature		Date	I authorize the release of this report and any other medical information related to my claim to my employer, Workforce Safety & Insurance (WSI) and its agents.			
C3						

Please complete sign, and return this form to WSI immediately. Prompt payment of compensation depends on this form.

Designated Medical Provider and Transitional Duty (continued)

\$250.00 Deductible

State entities that use one of the Program's DMPs can expect to see reduced costs associated with their workers compensation claims by the elimination of the \$250 deductible. Any state entity that participates in the DMP program is required to notify its employees of its DMP choice. Employees have the option of selecting a different provider but must make the selection known to the employer before they seek treatment for a workplace injury. *However, the \$250 deductible will only be waived if the employer and the employee have adopted the DMP program.*

Documentation that the state entity has adopted the DMP program and has informed all employees of its DMP selection must be filed with the Risk Management Division by July 15 of each year. If the requested documentation is not received by Risk Management by July 15 of each year, it will be assumed, that the state entity is not participating in the DMP program and that entity will be assessed the \$250 deductible cost associated with each workers compensation claim filed on behalf of the entity's employees.

State entities do not have to provide the RMWCP with a list of employees who have selected their own medical provider but must have documentation of that fact in the employee's medical file.

Designated Medical Provider and Transitional Duty (continued)

Seeking Treatment

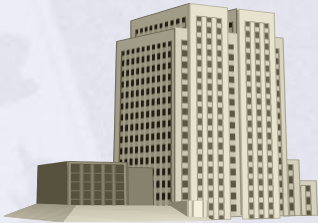
Other than for emergencies, Injured workers are required to be treated by the entity's designated medical provider UNLESS they have previously informed their employer of a different provider BEFORE an injury occurred. If the employee does not seek treatment from your designated medical provider, or the one chosen before being injured, it may result in nonpayment of benefits. The state entity must notify WSI if an employee did not seek treatment with the DMP or selected a different provider. DMP information can be indicated on the First Report of Injury Form (FROI). If the employee was not treated by the DMP, it is recommended that the claim be questioned and reason stated in Section 4 of the FROI as, ***"the employee did not seek medical treatment with the DMP or opt to see a different medical provider"***. A copy of the employee's DMP notification form needs to be faxed or mailed to WSI as soon as possible.

SECTION 4 Employer Completion	Employer Account Number	Worker's Rate Class	Causation Code (See reverse)	OSHA Log Number (See reverse)	Has the incident caused worker to miss five or more days from work or is currently off work greater than five days? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Is worker a corp. officer, owner, partner, spouse or child under age 22? <input type="checkbox"/> Yes <input type="checkbox"/> No		Worker Status: <input type="checkbox"/> Full Time; <input type="checkbox"/> Part Time; <input type="checkbox"/> Seasonal; <input type="checkbox"/> Temporary		First day worker lost wages due to work injury: <input type="checkbox"/> N/A
	Hourly Rate \$	Hours Worked Per Week	Gross Earnings YTD \$ From to		Job description submitted or attached? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Has the worker had any prior problems or injuries to that part of the body <input type="checkbox"/> Yes <input type="checkbox"/> No				Date employer notified and person notified
	Do you have a Designated Medical Provider (DMP)? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, did the worker opt out? <input type="checkbox"/> Yes <input type="checkbox"/> No		Date of Death (If applicable)
	If you question this claim, state reason (continue on back) or attach additional information.				
	Employer's Signature		Title		Date Signed

Designated Medical Provider and Transitional Duty (continued)

Transitional Duty

State Policy



The state of North Dakota has established a Transitional Duty Program that will enhance recovery, comply with the Americans with Disabilities Act, help minimize workers compensation costs, and provide a service to employees who are injured or contract an occupational disease in the scope of employment with the State.

Employees will be placed in transitional duty positions, when feasible, during the course of recovery from an occupational injury or disease that precludes the employee from performing normal job tasks. In the event of a permanent disability that prevents an employee from performing the essential functions of his or her regular position and for which reasonable accommodations cannot be made, every effort will be made to place the employee in an alternative vacant position that he or she is qualified to perform and that matches his or her physical limitations.

Designated Medical Provider and Transitional Duty (continued)



State Responsibilities

Transitional Duty Pool (TDP) - State agencies and facilities are encouraged to establish and locate transitional duty positions in-house. However, if none are available to accommodate an injured employee's restrictions, a position will be located through the Risk Management Workers Compensation Program (RMWCP). The state entity that is the employer at the time the injury occurred to the employee will be required to pay the full pro-rated salary of the employee. The Administrative Rules adopted by the Risk Management Division governs the operation of the TDP. <http://www.nd.gov/risk/OnlineTraining/4-11-02.pdf>



Designated Medical Provider and Transitional Duty (continued)

State Entity Responsibilities



Provide transitional duty that accommodates the physical limitations of the employee who is recovering from an occupational injury or disease.



Identify possible alternative work or special projects prior to the need to implement transitional duty.



Communicate the employee's and supervisor's responsibilities in regard to their roles in this program and ensure that all parties perform these responsibilities.



Communicate with the Risk Management Division, WSI, and health care providers in regard to the availability of transitional duty, the status of the employee's claim, and any extenuating facts or circumstances that could affect the employee's early return to work.



If unable to accommodate the employee's restrictions, contact the agency's personnel or administrative officer and Risk Management to locate appropriate transitional duty within another agency.

FYI

Designated Medical Provider and Transitional Duty (continued)

What is a transitional work plan?

It is a plan that employers have in place to assist employees who sustain work-related injuries and who cannot return to their regular (preinjury) job after sustaining a work-related injury.

It allows injured workers who are temporarily or partially disabled to remain safely in the workplace, but in a transitional (modified or alternate) work capacity until he or she has recovered sufficiently to return to his or her regular job.

What is the difference between modified and alternate work?

Modified work: the injured worker's regular job is modified to accommodate restrictions imposed by the doctor.

Alternate work: a temporary work assignment provided when the injured worker is unable to perform his or her regular job.



Designated Medical Provider and Transitional Duty (continued)

Why is transitional work important?



By having a transitional work plan in place before an injury occurs, you will be better prepared in the event that you need to place an injured worker in tasks consistent with any medical restrictions imposed by the doctor after an injury has occurred.



It allows the injured worker to “transition” into the work environment after sustaining a work related injury.



It encourages a safe and early return to work taking into account the injured worker’s work abilities and their injury.



The benefits of a transitional work plan are: the injured worker is productive again and receiving a salary; the employer has an experienced and productive worker back on the job.

Designated Medical Provider and Transitional Duty (continued)

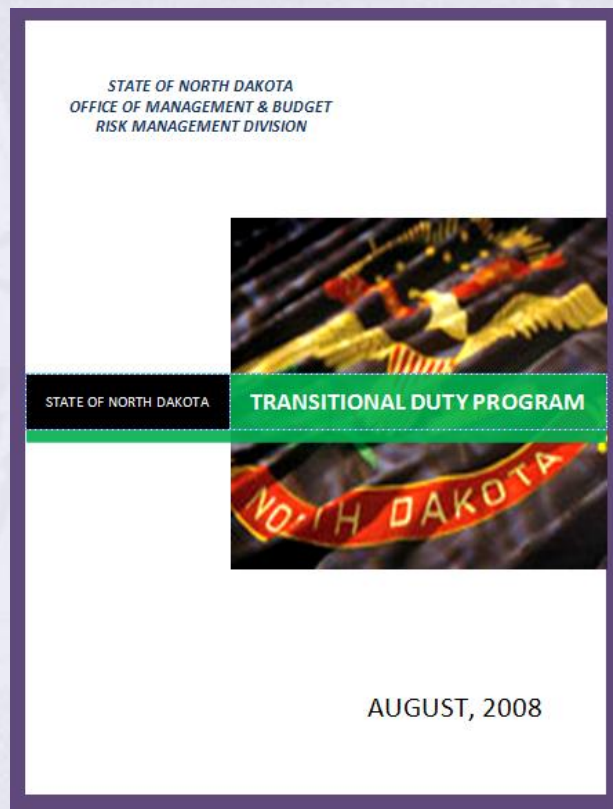
How do I develop a transitional plan?

You should begin by conducting a detailed review of each job description to determine the essential and nonessential job functions and the physical and mental demands of each job. The following links will assist you in developing your essential job functions.

- ✦ <http://www.nd.gov/risk/forms/docs/completioninfo.doc>
- ✦ <http://www.nd.gov/risk/forms/docs/54325.rtf>
- ✦ <http://www.nd.gov/risk/forms/docs/54326.rtf>

Designated Medical Provider and Transitional Duty (continued)

Transitional Duty Program Guide



This guide has been develop to assist state entities in understanding and implementing the State's Transitional Duty Program. This guide contains forms and checklists which may be used to facilitate and document the transitional duty process. Click on the guide to view.

7

Workers Compensation Claims On-line Filing with WSI

The WSI online First Report of Injury is a step-by-step process in submitting claim information to Workforce Safety and Insurance. It allows WSI to receive the claim information faster which helps speed up the claim processing. After completing the online First Report of Injury process, you will receive claim number information and immediate, online confirmation that your claim was successfully submitted. You should print the claim number for your records.

After the First Report of Injury is received by WSI, two letters of notification will be sent.

1. The first letter will be sent as confirmation of claim registration at WSI. It will list the claim adjuster and claim number.
2. The second letter will be sent once a compensability decision is made on the claim pursuant to the North Dakota laws governing workers compensation.

<https://secure.apps.state.nd.us/wsi/ofroi/ofroiWeb/Welcome.do>

The Risk Management Workers Compensation Program encourages state entities to file an online First Report of Injury with WSI, within 24 hours of injury, as that allows for more effective claims management. In order to qualify for a premium discount state entities must file at least 90% of workers compensation claims online.

8

On-line Filing of Workers Compensation Incidents with Risk Management

Incident Reporting

In order to receive a Risk Management Workers Compensation Discount at least 90% of Workers Compensation incidents must also be filed on-line with Risk Management within 24 hours of notice of injury.

For all reported employee injuries, even if the injury does not appear to need medical treatment other than first aid, a Risk Management Fund Incident Report form (SFN 50508) must be completed and filed with the Risk Management Division within 24 hours of receiving the report of the injury. The incident report serves as a record of notification to the employer pursuant to N.D.C.C. 65-05-01.3 in the event the employee should require medical treatment at a future date. If the incident does not result in a workers compensation claim, the incident report will be used for loss control purposes.

Report An Incident



STATE OF NORTH DAKOTA

risk management information system

[Click Here to Report an Incident](#)

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<http://www.nd.gov/risk/forms/docs/RT%20Instructions-March%202008%20Final.pdf>

<http://www.nd.gov/risk/riskvision/application/sond/>

Accident/Near Miss Investigation

REPORT

All incident investigation reports need to be attached to the Risk Management Incident Report Form to retain open records privileges.

It is recommended that state entities develop procedures for investigating accidents that result or could have resulted in significant property damage or injury. For “near misses/incidents”, if resources allow, following these investigating procedures is best practices.

Accident/Near Miss Investigation (cont.)

Purpose of Accident Investigation

To determine the sequence of events leading to the accident.

- An accident occurred because somewhere along the line, people, equipment or the environment failed to react as expected. In the future we don't want repeats of these surprises.
- An accident investigation is aimed at first answering the what, when and where of an accident. What was the precise sequence of events that led to the accident?

To determine the how and why the accident occurred by identifying causes.

- An accident investigation is intended to answer the "how" and "why" by identifying the causes of the accident in a comprehensive, systematic manner.

To prevent similar accidents in the future

- The entire purpose of an accident investigation is to prevent accidents from happening again. It is a tool for uncovering hazards or unsafe conditions that either were missed earlier or have managed to slip out of the controls planned for them. By understanding the how and why of accidents, we can discover the most appropriate corrective action that we can take to eliminate identified hazards in the future.
- Some people may have a tendency to view an accident investigation as all about placing blame. The point of an accident investigation is never, ever to place blame. It is to find out what happened and correct what went wrong so it doesn't happen again.

The point of an accident investigation
in NOT to place blame.

Accident/Near Miss Investigation (cont.)

Responding to an Accident

Before we get started, we'll need to clarify a few terms so we can be sure we're all on the same page and know what we're referring to. Professionals in workplace safety frequently discuss what the words "accident," "incident" and "near-miss" really mean. But we're going to avoid getting dragged into that discussion.

Basically:

- An accident is an unplanned and undesired event, or sequence of events, that causes injury, illness or property damage.
- An incident is also unplanned and undesired. Incidents don't result in personal injury, but do involve some sort of work stoppage or interruption.
- Near-miss is a funny term, because it also means the same thing as a near-hit! A near-miss is an event where, given a slight shift in time or distance, an injury, illness or damage would have occurred, but didn't.

Just to be clear, when we discuss investigating an accident, that also includes investigating incidents and near-misses. The only difference would be that you may not have bodily injury or property damage to consider during the investigation.

Accident/Near Miss Investigation (cont.)

Definitions

FYI

An **accident** is an unplanned and unwanted event which may or may not cause injury and/or property damage. It also interferes with the ability to get the job done.

A “**near-miss**” is a type of accident that doesn’t cause injury or damage, but was a close call nonetheless. It’s often valuable to study “near-misses” to make sure the circumstances that led to them aren’t repeated.

An “**incident**” is also unplanned and undesired. Incidents don’t result in personal injury, but do involve some sort of work stoppage or interruption.

Accident/Near Miss Investigation (cont.)

Conducting The Investigation

- **When taking part in an accident investigation, it pays to be organized.**

Invest in a notebook or three-ring binder to keep your notes and the evidence you collect during the investigation. The more organized you can be up front, the less time you'll take on the back end writing your report and the more comprehensive the final product will be.

- **Begin with the end in mind.** Remember that ultimately, your investigation will answer six key questions: who, what, when, where, how and why.

To answer these questions, the investigation will entail assembling documented observations on the pre-accident scene and conditions (this would include policies, procedures, maintenance records, etc.), the sequence of the accident itself and post-accident conditions (injuries to personnel and property damage). Once your investigation has identified these facts, then you can turn to analyzing the causes and making recommendations for prevention.

- **Remember to document as much as possible.** You are gathering evidence. The more you document, the less you will be scrambling to make sense of what really happened and the less conjecture and subjective opinion will take the place of facts.

Accident/Near Miss Investigation (cont.)

Accident Scene

- **If you're responding to an accident, your first concern should be for the injured.** Ensure that immediate medical attention is given. Once the injured are cared for, the investigation should begin as promptly as possible.
- **Inspect the scene for any hazards that could cause another accident and take measures to eliminate them.** Fact-finding begins at the accident scene itself; so it's very important to document the scene before any changes are made. Keep everyone away from the immediate area so that the scene remains undisturbed until all the facts and evidence are collected.
- **If possible, take photographs of the scene immediately.** Try to get a 360-degree view including pictures of the floor, all operating machinery, all energy sources and anything unusual. Be sure to get multiple photos of any damaged property. Be inclusive rather than exclusive.
- **Always attempt to get accurate measurements of an accident scene.** Measure distances that are vital to the investigation. For example, measuring the height, if a fall occurred.
- **Draw scaled sketches of the scene.** You don't have to be an architect. Your first sketch will probably just include the victim and any relevant machinery or energy sources. Over the course of your investigation, these sketches will be more detailed – filled with the locations of witnesses and other items.

Accident/Near Miss Investigation(cont.)

Interview Witnesses

- **The accident scene itself only tells part of the story.** Witness interviews will be a large part of your fact finding. A good investigation includes thorough interviews with everyone with any knowledge of the incident. Get the names, addresses and phone numbers of the witnesses.
- **Try to get preliminary statements as soon as possible from the witnesses.** You want the facts to be fresh in everyone's mind. Arrange a convenient time and place to talk to each witness.
- **Before the interview, it's helpful to locate the position of the witness** on a master chart so you have an understanding of their role and perspective going in.
- **It's very important to put the witnesses at ease.** Start by explaining that the purpose of the investigation is accident prevention. Mention that your job is not to assign blame, but to figure out what happened so that it doesn't happen again.
- **Take notes without distracting the witness.** Try to record the exact words used to describe each observation. Never put words into a witness's mouth. It's okay to use a tape recorder, but only do so after getting the witness's permission.
- **Once you've written up the statements, supply each witness with a copy to review and then have them sign it.**

Accident/Near Miss Investigation(cont.)

Questions for Witnesses

The goal of an interview is to **record direct observations** of the accident.

- “What did you see?” “What did you hear?” are two questions that can be useful for **forming the sequence of events**. When interviewing the witness, it helps to use diagrams, charts or maps. Have the witness sketch his or her location and, if possible, the location of others as he/she remembers.
- **Ask the witness what the normal procedure is for the operation or task in question.** Be sure to ask whether or not there was anything unusual immediately preceding the accident.
- You may **ask the witness what he or she thinks caused the accident**. Although this question involves conjecture on the part of the witness, if you can separate fact from opinion it may provide useful insights.
- Make sure you **get the basic information from all witnesses**. Include their name, occupation, years experience, supervisor and department.
- You may need to **re-interview one or more witnesses to clarify key points**. So give them a heads up that you may need to come back for a quick follow-up at a later date.

Accident/Near Miss Investigation(cont.)

Questions for Supervisors

Always interview the supervisor responsible for the operation or activity in question.

- The supervisor can give you the most complete information on the **normal procedure for activities involved in the accident**. It's very important to ask if there was anything abnormal or different immediately leading up to the accident.
- Supervisors can also **provide background on the level of training given to workers** involved on the scene.
- The supervisor may also have **insights on the causes of the accident and how it could have been avoided**.
- And yet, clearly, there are pitfalls you have to watch out for when interviewing witnesses.

Accident/Near Miss Investigation(cont.)

Pitfalls

Be aware of the pitfalls.

- **Witnesses may be biased.** No one wants to feel they are being blamed. They may even have an axe to grind. **Some may attempt to embellish their story** – bend the truth a little – in an attempt to deflect responsibility. Some may even lie outright.
- Also, a number of witnesses may have **different perspectives** depending on where they were standing or sitting at the time of the accident. Sometimes you'll get contradictory accounts from two witnesses who are both telling the truth as they experienced it.
- Some witnesses may have been **traumatized and have limited memory** of the events. This is especially true for the injured victim or victims.
- Also, be careful to distinguish between **something presented as fact when it's really opinion.**
- The bottom line is that it's your role to attempt to see your way through any variances among each of the stories and determine what really happened.
- When you think that any of these pitfalls are coming into play, mark this down in your witness notes. That will help you weigh the credibility of observations in the event that you have to make a decision between contradictory statements.

Accident/Near Miss Investigation(cont.)

Background Records

- After the accident scene and witness interviews, background records are an important part of the fact-finding phase.
- The types of background records you'll be interested in will vary depending on the activity and accident type, but here are a few examples:
 1. If equipment was involved, attempt to **review maintenance and/or inspection records**. When was the piece of equipment last serviced? For what? Was it overdue for maintenance or inspection?
 2. It's vital that you understand the standard operating procedures. So attempt to **get as much documentation possible on the proper policies and procedures** for performing the task or activity in question.
 3. Also, attempt to look into any **similar types of accidents** that may have occurred in the past involving the same activities or workers.
 4. Attempt to **look at training records**. When were workers trained? By whom? Was material covered in their training adequate for the task they were performing? When was the last refresher course?
 5. Process **diagrams or production schedules** may also be helpful in understanding normal procedure.

Accident/Near Miss Investigation(cont.)

Analyze the Data

- Once fact gathering has been completed, it is time to formally begin to analyze the data. **Gather all information you've accumulated** – interview notes, reports, photos, diagrams – and put together a preliminary outline that gives a clear picture of what happened.
- Start by **outlining the normal, safe operation of the specified work procedure**.
- Next, **outline the environmental conditions** at the accident scene immediately before the incident.
- Then **review witness statements, diagrams and photos** to formally document the sequence of events.
- Note any **immediate actions taken** at the scene to stabilize victims and control the area.
- Make a **note of physical damage** to property and injuries to personnel.
- Once you have this together, you're ready to hone in on causes. We're going to look at two methods of data analysis – **change analysis and job safety analysis**.

Accident/Near Miss Investigation(cont.)

Change Analysis

- **Change analysis is the most common method of analyzing accident data.** As its name implies, change analysis is focused on changes to the normal procedures. Accidents occur as a result of unexpected deviations from the norm. Once you isolate the changes, you can turn to rooting out causes and preventing incidents from recurring in the future.
- Start by reviewing the problem. **What happened?**
- Next, review **what should have happened** if everything had gone right. From your fact-finding stage, you should **know what the standard operating procedure should have been.**
- Next, **hone in on the change itself.** What specifically changed at or near the time of the accident that was at variance with the norm? Specify what or who was affected and not affected. What was the most significant feature of the change? Go through your data and attempt to pinpoint or identify what went wrong, when, where and to what extent.
- Once you've identified the change, **look for all possible causes.** Then, based on the evidence you've gathered, narrow it down to the **most likely causes.**

Accident/Near Miss Investigation(cont.)

Job Safety Analysis

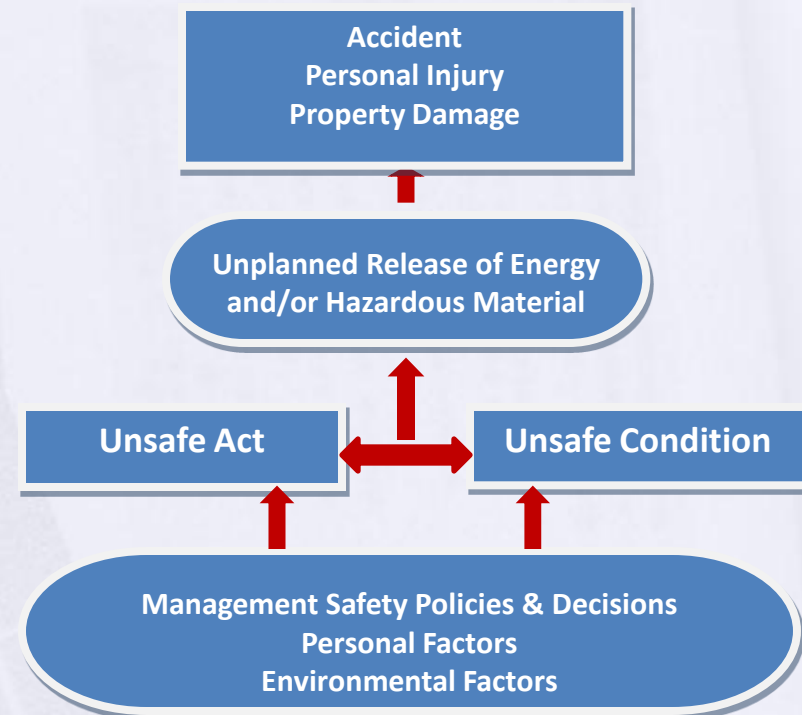
- Another way of analyzing the data is known as Job Safety Analysis (JSA).
- **JSA breaks a job down into basics steps and identifies the hazards associated with each step.** JSA also **prescribes controls for each hazard.** JSA views the causes of the accidents as people, equipment or conditions that went beyond established controls.
- **If a JSA is available for the activity or task in question, use this as a starting point.**
- **If one hasn't been done, you may perform one yourself.** Start by reviewing the standard operating procedures. Come up with a list of steps for the activity and then identify the potential hazards at each step. Next, think about what controls are in place under routine conditions that would have prevented exposure to the hazard. Were all the controls in place? If they were, which ones were exceeded?

Accident/Near Miss Investigation(cont.)

The Causes of Accidents

When it comes time to pinpoint causes, understand that accidents are complex. Some accidents can have as many as 10 or more contributing events that are causes. Sorting them out can be tough, but it's easier if you view the causes as multi-layered. We can break down the causes into three different layers or categories – basic, indirect and direct.

- **The direct cause is the actual injury or damage that occurs.** A person or object receives an amount of energy or hazardous material that cannot be absorbed safely.
- **Indirect causes are one or more unsafe acts or unsafe conditions which allowed the direct cause to occur.** For example, did a worker remove a safety device? Did someone forget to wear PPE? We'll see more examples in a few minutes.
- **Indirect causes can sometimes be traced back to basic causes.** Basic causes include management policies and decisions, or personal and environmental factors. They set the stage for unsafe acts or conditions.



[Click here to link to additional information.](#)

Accident/Near Miss Investigation(cont.)

Accident Report

- Once you've established the sequence of events and analyzed the data to find the causes, you're ready to begin preparing your final report. **The accident investigation report should be in writing and include documentation.** We'll review a brief outline.
- **Start with the basics.** Specify where and when the accident occurred, the names of operating personnel and other witness who were present, and the equipment or processes involved.
- Next, **lay out the account of the accident.** Start with pre-accident conditions followed by the sequence of events leading up to, through and after the accident. Include post-accident conditions and specify any injuries to personnel and the extent of damage to property.
- Next turn to the why – **the causes.** Use the framework we touched on earlier – direct, indirect and basic causes – and dig deep. The deeper you dig on the causes, the better your recommendations for corrective action will be. Make sure you describe both the surface causes and the root causes. **Avoid the trap of laying sole blame on the injured employee.** This can hide problems that could be corrected if identified. The employee error might not even be the most important contributing cause. You must not be satisfied until all contributing causes have been identified.

Accident/Near Miss Investigation(cont.)

Recommendations for Prevention

- Now comes perhaps the most important part of your report – **what can be changed**. When making recommendations, look to the basic, indirect and direct causes you've touched on. Think of your recommendation section in tandem with the discussion of accident causes.
- Your report should **list all the ways to “foolproof” the condition or activity in the future**. Recommended corrective actions should make it very difficult, if not impossible, for the incident to recur.
- Some examples might include repairing or replacing an unsafe condition, redesigning a process, re-training injured workers, drafting a new safety procedure or undertaking disciplinary actions.

Accident/Near Miss Investigation(cont.)

File Report

- Your accident investigation is not complete until you have **filed your written report.**
- Make sure you have routed a **copy to the appropriate individuals.** Inform your employees who should and should not receive copies of the final accident report.
- Take the raw data you have collected, organize it, and file it. **Outline your policy for record keeping.** Where should evidence accumulated during the investigation, such as notes, photos, diagrams, etc., be filed or routed for filing?
- **Attach your written report to the Risk Management Incident Report Form.**

Ergonomic Program

PROGRAM GOALS

Too often, we have designed workplaces based on “efficient movement or product” or best locations for machines” – all with little thought given to how people fit in. We have expected people to adapt themselves to fit into whatever system has been devised. Unfortunately, the human body cannot adapt to everything. People have differences and limitations. We respond in ways that do not always fit into our traditional concepts of how work should be done.

The purpose of this program is to effectively eliminate or reduce work-related Musculoskeletal Disorders (MSD's) and hazards by ensuring state entity support and employee involvement in the identification and resolution of hazards and by providing training and evaluation on an on-going process.

Decrease level of risk for ergonomic injuries to employees



Improved moral among employees



Improved quality of work



Increased productivity



Increased safety awareness



Reduced workers compensation claims costs

Ergonomic Program (cont.)

REQUIREMENT ONE

Frontline Supervisory Training

The program requires that the state entity establish a written training program through which all supervisors are trained on basic ergonomic awareness and the identification of ergonomic risks. Documentation of this training must be provided. The training must include the following :

- Ergonomic Risk – measuring and tracking the percent of workstations and jobs at a low/no level risk.
- Productivity – identifying awkward postures, fatiguing forces, and/or unnecessary motions that can be identified as ergonomic risk factors.
- Evaluation of new equipment, tools, and processes – ensuring that ergonomic risk factors are not being introduced into the workplace.
- Training – providing ergonomic awareness training to employees they supervise as well as provide their employees with the tools and abilities to identify and control the ergonomic risks.

Ergonomic Program (cont.)

REQUIREMENT TWO

Employee Training

The state entity must establish a written training plan for all supervisors to use to provide training on basic ergonomics and employee responsibility in preventing MSD's. This training is necessary to ensure the end goal of all workstations at a low level of risk. Training is to be completed and documented annually and also completed as a part of new employee orientation.

Training programs should be designed to help employees understand:

Cumulative trauma or repetitive motion injuries.

Proper body mechanics, posture, manual lifting techniques, tool design, work station design.

Other work-related stresses such as vibration, heat and cold, poor lighting and static positioning.

Early symptoms of ergonomically related injuries. Instruct employees to report symptoms to their supervisor.

Ergonomic Program (cont.)

REQUIREMENT THREE

Establish an Ergonomic Program

Documentation must be provided that supports the fact that the state entity has developed an ergonomic program. The program needs to establish improvement goals, plans for implementation, control measures, and a method for tracking progress to eliminate or reduce employee exposure to musculoskeletal disorder hazards. It is important to educate and train employees on the basic principles of ergonomics and proper body mechanics and develop a written program to address musculoskeletal injuries caused by exertions, repetitive motions, or sustained postures. This would include back injuries, sprains, strains, carpal tunnel syndrome, and other cumulative trauma disorders.

Links to
sample
programs

<http://www.nd.gov/risk/safety/samples.html>

<http://www.workforcesafety.com/safety/elements/ergonomics.pdf>



Ergonomic Program (cont.)

PROGRAM TASKS

1. Management Leadership & Employee Involvement

- a. Establish management commitment to develop a program that focuses on MSD prevention.

2. Hazard Identification & Information (Risk Factor Identification)

- a. Assess all jobs to determine if there are risk factors present. Look for injury trends or patterns of signs and symptoms.

3. Job Hazard Analysis & Control

- a. Assess areas where risk factors were identified. Determine the degree of exposure (high/low risk) and develop a plan of action.

4. Training

- a. Establish a written training program through which supervisors are trained on basic ergonomic awareness and the identification of ergonomic risks.
- b. Educate all employees about MSD signs & symptoms, risk factors and control measures.

5. Medical Management

- a. Develop a process for assuring that employees with work related MSDs are provided the following:
 - A mechanism for early reporting of signs and symptoms of MSD's;
 - Early assessment of reports;
 - Access to prompt medical treatment and follow-up;
 - Modified or alternate work if recommended by the medical provider.

6. Program Evaluation and Documentation

- a. Develop a process for evaluation and documentation of the effectiveness of the ergonomic process and established controls.

Ergonomic Program (cont.)

The following pages contain links to training power point's and sample documents that can be used in relation to ergonomics training. Risk Management's Training Management System also provides a variety of training materials that can be used for employee ergonomic training.



<http://www.nd.gov/risk/flextraining/trainthetrainer.ppt>

<http://www.nd.gov/risk/OnlineTraining/BackSafety.ppt>

Problem	Possible Causes	Try this!	Problem	Possible Causes	Try this!
Headaches	Muscular tension	Deep tissue massage	Wrist & Forearm Pain	Keyboard/Mouse positioning	Primary work zone
	Stress	Stress mgmt. techniques Regular upper body stretches		Contact forces	Avoid contact points Do not rest on elbows
Irritated & Dry Eyes	Monitor glare	Move monitor Window treatments Overhead task lighting		Striking keys too hard	Reminders (sticky notes, co-workers)
	Distance of monitor	Position monitor arms length		Wrist alignment	Mouse/keyboard positioning
	Prolonged computer use	Take breaks 20/20/20 rule		Gripping too tight	Pens, mouse, etc. Built up pen
	Font selection	Dark font-light background		Lack of breaks	Address poor working habits Recommend/require breaks
	Poor vision	Recommend eye exam		Excessive force on keyboard/mouse	Reminders (sticky notes, co-workers)
	Lack of breaks	Recommend/require breaks		Holding static positions	Poor working habits (take picture)
Neck Pain	Poor head posture	Adjust monitor height Adjust monitor distance Adjust monitor location Document holder	Hand & Finger Pain	Contact points at wrist	Address posture
	Bifocals	If used...drop monitor down		Type of mouse	Alternative mouse? (roller ball)
	Arms extended	Keyboard & mouse closer		Wrist alignment	Address posture
	Cradling the phone	Use headset		Gripping too tight	Address poor working habits
	Armrest	Make sure adjusted properly		Keyboard/mouse positioning	Primary work zone
	Poor work habits/posture	Refer to diagram		Lack of breaks	Address poor working habits Recommend/require breaks
	Lack of breaks	Take breaks! (1 min./hr.)	Low Back Pain	Poor conditioning	Strength/stretching exercises
	Poor conditioning	Strength/stretching exercises		Elevated shoulder	Check armrest height Address posture Address poor working habits
Shoulder Pain	Forward Head Posture	Ask about eyesight Check monitor position Check posture		Arms extended	Mouse/keyboard positioning
	Arms extended	Mouse/keyboard positioning Too high? Too far to the side?		Forward Head Posture	Ask about eye sight Check monitor positioning Check posture
	Poor work habits/posture	Posture diagram		Muscle tension	Deep tissue massage Stress mgmt. techniques Regular stretching
	Lack of breaks	Encourage/require breaks		Keyboard/mouse positioning	Primary work zone Too high? Too low?
	Overhead reaching/lifting	Organize workstation		Seating	Adjust chair Address posture Foot underneath
	Poor conditioning	Strength/stretching exercises		Lack of breaks	Address poor working habits Recommend/require breaks
Elbow Pain	Keyboard too high	Elbows 90 to 120 degrees	Leg & Feet Pain	Seating	Poor posture Adjust chair Look for dangling feet Check seat pan depth (2-3 finger widths)
	Leaning on elbows	Avoid contact points (desk, etc.)		Lack of breaks	Address poor working habits Recommend/require breaks
	Repetitive squeezing/pinching	Have employee list any repetitive tasks			
	Striking keys too hard	Reminders (sticky notes)			
	Reaching for mouse	Primary work zone			
	Lack of breaks	Address poor working habits Recommend/require breaks			

DESK STRETCHES

- Breathe easily
- No bouncing or forcing
- No pain!
- Feel the stretch
- Relax
- See Stretching Instructions, pp. 77-84

1
5 sec, 3 times
p. 82



2
5 sec, 3 times
p. 82



3
5 sec, 2 times
p. 81



4
5 sec, 2 times
p. 84



5
5 sec
p. 84



6
5 sec
each side
p. 84



7
5 sec
p. 84



8
10 sec
each arm
p. 81



9
10 sec
p. 82



10
10 sec
p. 81



11
9 sec
each side
p. 82

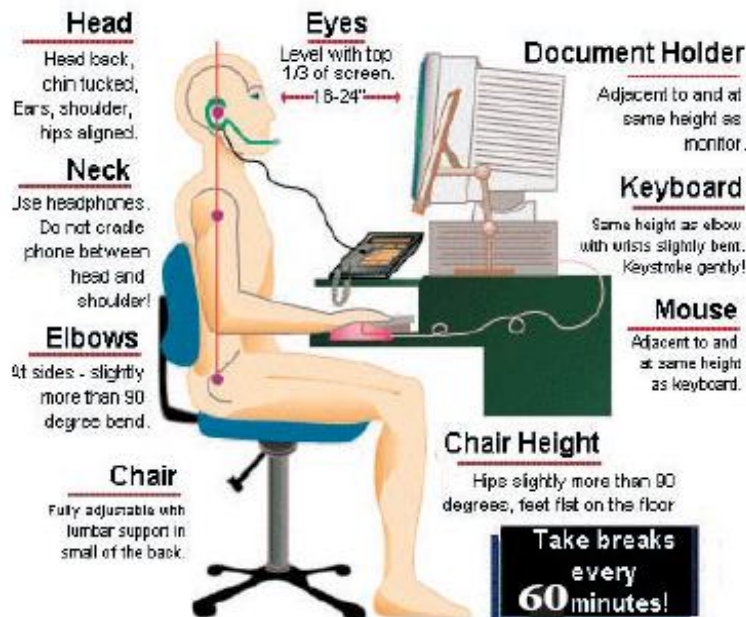


12
10 sec
p. 79



- Prolonged sitting at a desk or computer terminal can cause muscular tension and pain.
- Taking a few minutes to do a series of stretches can make your whole body feel better.
- Learn to stretch spontaneously throughout the day whenever you feel tense.
- Don't just do seated stretches, but do some standing stretches too. Good for circulation.

Posture Neutral Position



Posture Neutral Position

Keeping your body's joints in mid-range of motion while working at the computer is known as "neutral posture." When your arms are relaxed at your sides and not reaching, they are in neutral posture. Wrists that are kept straight (not bent down, up, or to either side) are also in neutral posture. Maintaining neutral posture will not only keep you safer, it can make you more comfortable and productive.



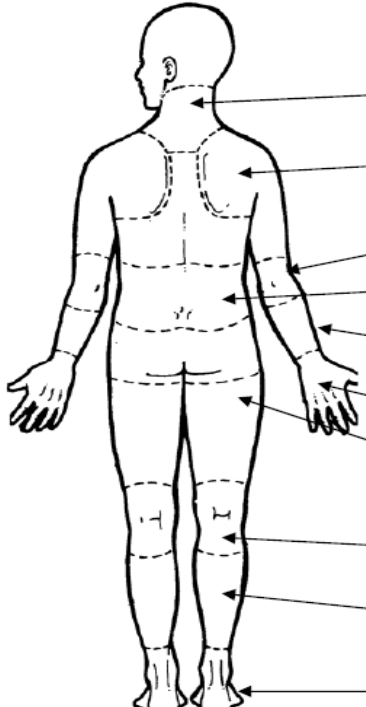
**Workforce Safety
& Insurance**
To us, it's personal.

Ergonomics "Body Check"

The following is a survey of how your body feels as a result of your job. Activities outside your job such as household chores, sports, and leisure activities can cause pain and discomfort. Please mark any work-related problems on this form.

Name	
Department	Job Title

Do you experience discomfort or pain in any part of your body as a result of your day-to-day work activities? For those body parts affected, please circle the score which you feel best describes your level of comfort.

		😊				☹️
	Neck	1	2	3	4	5
	Shoulder(s)	1	2	3	4	5
	Elbow(s)	1	2	3	4	5
	Lower Back	1	2	3	4	5
	Forearm(s)	1	2	3	4	5
	Wrist/Hand(s)	1	2	3	4	5
	Thigh(s)	1	2	3	4	5
	Knee(s)	1	2	3	4	5
	Lower Leg(s)	1	2	3	4	5
	Foot/Ankle(s)	1	2	3	4	5

Is there a specific aspect of the job which you feel causes discomfort for you?

Additional comments or suggestions:

Application Required Documentation

1. Copy of signed safety policy.
2. One example of a SOP
3. Dates of Inspections
4. Documentation of job categories for which essential functions have been completed.
5. Documentation of type and dates training completed.
6. DMP form and Transitional Duty Policy.
7. No documentation required.
8. No documentation required.
9. Copy of accident investigation procedure/policy.
10. Copy of ergonomic plan/program and documentation of dates of training.



RISK MANAGEMENT WORKERS COMPENSATION PREMIUM DISCOUNT APPLICATION STATE OF NORTH DAKOTA SFN 53425 (04-2007)

SUBMISSION DEADLINE MAY 1

Agency/Facility	Date	
COMPLIANCE QUESTIONS:	YES	NO
1. Does your agency/facility have a Safety Policy signed by top management identifying responsibilities of management and employees for ensuring a safe workplace and is the policy reviewed with all employees annually?	<input type="checkbox"/>	<input type="checkbox"/>
2. Has your agency/facility developed written safety guidelines for procedures and tasks involving recognized hazards?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is an annual inspection of your agency/facility workplace conducted?	<input type="checkbox"/>	<input type="checkbox"/>
4. Has your agency/facility developed a list of essential job functions for each job category?	<input type="checkbox"/>	<input type="checkbox"/>
5. Has your agency/facility established a written training program educating employees on general safety rules, safe operating procedures, ergonomics, and claims management principles?	<input type="checkbox"/>	<input type="checkbox"/>
6. Has your agency/facility implemented an effective claims management program including the designated medical provider and transitional duty as required?	<input type="checkbox"/>	<input type="checkbox"/>
7. Has your agency/facility implemented an effective claims program including on-line filing of 90% of workers compensation claims?	<input type="checkbox"/>	<input type="checkbox"/>
8. Has your agency/facility filed at least 90% of Workers Compensation incidents on-line with Risk Management within 24 hours of notice of injury?	<input type="checkbox"/>	<input type="checkbox"/>
9. Has your agency/facility developed procedures for investigating all accidents and "near misses/incidents"?	<input type="checkbox"/>	<input type="checkbox"/>
10. Has your agency/facility developed an ergonomic action plan/program that meets the criteria as established by the RMWCP for FY 2007?	<input type="checkbox"/>	<input type="checkbox"/>

(NOTE: Total potential discount of 20% - Affirmatively answering questions 1, 2, and 3 entitles your agency/facility to a 2% premium discount. Affirmatively answering questions 4 and 5 entitles your agency/facility to a 2% discount. Affirmatively answering question 6 entitles your agency/facility to a 5% discount. Affirmatively answering questions 7, 8, and 9 provides an additional 5%. Affirmatively answering question 10 provides an additional 6% discount.)

BONUS 2% Discount - Applies Only to Years Risk Management Hosts a Seminar Did the agency/facility Workers Compensation contact or active member of the Loss Control Committee attend the Risk Management Seminar?	<input type="checkbox"/>	<input type="checkbox"/>
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Comments

Signed	Job Title
Please Print Name	Telephone Number

<http://www.nd.gov/risk/forms/docs/53425.pdf>